

LEADERSHIP TRAINING FOR MANAGERS



THINK OUTSIDE
THE BOX!

Encourage innovation

Create and sustain change

Instill accountability

Develop alignment behind a vision and strategic plan



DALE CARNEGIE®
TRAINING

"Management is about human beings."

— Peter F. Drucker

Now that you are in charge, are you shocked to learn that all the rules have changed? Command and Control has been replaced by Contradiction and Chaos. Employees are not told what to do anymore. Now, you influence their choices and assist them in reaching goals. You do not direct; you win the team over to your point of view. You do not dictate; you inspire!

The business world has changed! Management was about pushing people to succeed. Leadership is about pulling people along to succeed. You require a new skill set to make it to the top in a "pull" environment.

This course teaches how to stop managing and start leading, making you a vital part of your organization's future.

The days of assuming that a good manager was also a good leader are gone. Clear distinctions are being made between the two. Learn the differences between managing and leading and then begin gravitating toward a more direct leadership style and away from a management-based style. Stop pushing and start pulling.

Hear that sound? It is the sound of a business paradigm shifting yet again. Register yourself for success. *Leadership Training for Managers* will transform you from yesterday's manager to tomorrow's leader.

You'll learn to:

- Create a vision – a common ground
- Develop strategies that make things happen
- Take intelligent risks
- Influence people to follow you
- Gain cooperation at every level
- Lead a winning team, department or organization
- Empower others to deliver results

Process

1. Understanding the distinction between personal leadership and organizational leadership
2. Creating an innovation process and understanding the planning process
3. Understanding the performance process and accountability
Creating a coaching and appraisal process
4. Improving problem analysis and decision-making
Recognizing human potential
5. Employing a delegation process
Handling mistakes
6. Building quality communication to lead and facilitate more effective meetings
7. Striving for continuous improvement



After this program, you will be able to:

Identify the qualities of a good leader

Recognize the leadership role in organizations

Understand the five drivers of leadership success

Discover the process that drives innovation

Master the 8-step planning process

Develop and deploy the implementation plan

Align performance goals with strategy

Define performance standards

Hold people accountable

Learn effective coaching techniques

Master different methods of problem analysis and decision-making

Recognize the potential of others

Learn the 8-step delegation process

Handle mistakes with consideration

Help people accept new ideas

Use human relations principles to develop teamwork and trust

Promote interactive communication

Strengthen listening skills

Balancing continuous improvement and breakthrough

Recognize individual and team success

Leadership Training For Managers Course Schedule



For the most up-to-date listing of class schedules, and for more information, please visit us online at:

www.dalecarnegie.com



What Our Customers Are Saying

"I can't say enough about what this process has done for our company.... We gained the ability to ensure that we were all pursuing common goals. To have the entire organization aligned behind our chairman's vision is powerful and results in outstanding rewards for our employees and our shareholders."

Tony Giordano
Senior Vice President for Material Services
Fred Weber, Inc.

The Bottom Line...

LEADERSHIP TRAINING FOR MANAGERS DELIVERS RESULTS

Automotive

Audi
Auto 2000
BMW AG (Wallis Motors RT)
DaimlerChrysler Mexico S.A. de
C.V. / Mercedes Benz
Ford Motor Company
General Motors Acceptance Corp.
GM AC Delco
Gwinnett Place Honda
Mercedes-Benz
Pilkington Automotive Limited
Porsche AG (Hungaria Kft)
Quality Dealerships
Skoda
Toyota Astra Motor
Toyota Motor Sales, U.S.A.

Communications & Information Systems

ABC Cable Networks Group
Alcatel Indonesia
Ampro Computers, Inc.
Aspect Communications
AT&T
Bellsouth Telecommunications
Clear Channel Communication
Comcast Cable
Computer Associates International
Cox Communications
Globe Telecom
Information Support Services Ltd
Meyer Communications
Standard & Poor's
SunCom
Telkomsel
TELMEX
Time Warner Cable
Verizon
Westel Mobile Telecommunication Co.

Education

Cardean University
Colorado State University
Fordham University
Harvard University
London Business School
Penn State University
Purdue University
St. Lawrence University
Universitas Surabaya
Universidade Potiguar
Universitas Kristen Petra
Washington State University

Energy Services

Alstom Power
BP Chemicals
Chevron Energy Solutions
EXXONMOBIL
Kondur Petroleum
Kuwait Oil Company
Phillipinas Shell Petroleum
Shell Oil Products

Financial & Insurance Services

ABN Amro Bank
AEGON Insurance Co.
Aetna
Al Rajhi Bank
AutoOne Insurance
Axa Insurance
Ahold Financial Services
Allstate Insurance Company
American Express
American Equity Investment Life
Banco de México
Bank of America
Bank Central Asia
Bank of New York
Bank of Tokyo-Mitsubishi
BMW Financial Services
Charles Schwab
Cigna Insurance
Citigroup
Commercial Bank of Kuwait (CBK)
Community National Bank
Deloitte & Touche
Discover Card
Empire BlueCross BlueShield
Equitas
Farmers Insurance Group
First Community Bank
Fleet Bank
Florida First Bank
Hawaii USA Federal Credit Union
Housing Authority Insurance Bank
JP Morgan Chase
KPMG
Merrill Lynch
Moneycentre
Municipal Credit Union
Navy Army Federal Credit Union
Nordea Bank Sverige
Progressive Insurance
Prudentiallife Plans Inc.
Sovereign Bank
State Bank of India
State Farm Insurance
Washington Mutual

Food & Beverage

Anheuser Busch
Butter Krust Baking Company
Campbell Soup Company
Cargill
Coca Cola Enterprises
Coors Brewing Company
Frito Lay
Hatfield Quality Meats
Hormel Foods
Interbrew
National Beef
Nestle Purina AB
Pepperidge Farm, Inc.
Sara Lee Corporation
Stanflico a Division of Dole Phis
Unilever
YUM! Brands, Inc.

Healthcare & Pharmaceuticals

Abbot Laboratories, Inc.
AstraZeneca
Aventis Co.
Bayada Nurses
Bayer Inc.
Bayer Indonesia
Boulder Community Hospital
Bristol Myers Squibb
Capital Health Management Group
CareCentric, Inc.
Charleston Naval Hospital
Dankos Laboratories Tbk
Evans Vaccines Ltd
GlaxoSmithKline
Health Point Medical Group
IDEXX
ImClone Systems
Jacob Healthcare
Johnson & Johnson
Kwong Wah Hospital
Laboratorium Klinik Prod.
Lab Klinik Prodia
Medical Center, Upstate California
Merck & Co.
Parmed Pharmaceuticals, Inc.
Quest Diagnostics
US Department of Health and
Human Services
Warren Hospital

Hospitality

Aladdin Resort & Casino
Argosy Casinos
Clarion Hotel
Dwidaya Tour & Travel
Four Seasons Hotel, Las Vegas
Hampton Inn & Suites
Hilton Hotels
Hotel Caesar Park
Hotel Kristal
InterContinental Buenos Aires
Kahala Mandarin Oriental Hawaii
Palmer House Hilton
Radisson Hotels
The Breakers Palm Beach

Manufacturing/Shipping

Adidas
Alcan Packaging
Alumindo Light Metal
Astra International
BASF
Baker Concrete Construction
Caterpillar, Inc.
Delami
DOW Chemical
Dupont Indonesia
FCX
Federal Express Corp.
Hitachi Metals America, LTD
Honeywell
Hong Kong Oxygen & Acetylene Co. Ltd
Hunter Douglas

Indah Kiat Pulp & Paper

Ingenieria Gastronomica S.A.
Ingersoll-Rand
Innogy
International Truck
JanPak
John Deere
Lear Corporation
Liz Claiborne
Marvin Development
Mitsui O.S.K. Lines, Ltd.
Multi Garmentjaya
Nucor Steel-Indiana
Phillip Morris
Robb and Stucky
Samudera
Sappi UK
Securitas
Solutia
Star Shipping Argentina S.A.
Superior Manufacturing & Hydraulics
Synthes
Target Worldwide Express
Tetra Pak PT
Thomas & Betts
Tirtha RIA
United Distributors
USA Screen Printing
3M Company

Retail

ACE Hardware
Ahold
Best Buy
Blockbuster
Conn's
Costco Wholesale
Dominos Pizza
EMHCO (Dunkin Donuts)
Enterprise Rent-A-Car
Fila USA
Home Depot
Hy-Vee
Jeld-Wen
McDonald's Corporation
Outback Steakhouse
Radco Food Stores
Radio Shack
Staples
Stop and Shop
Target Corporation
Taskers DIY
TJ Maxx
Wal-Mart
Wawa
Weis Markets

Service Companies

1-800-FLOWERS.COM
ADT Security Systems, Inc.
American Dental Service
American Heart Association
American Red Cross
American Society for Quality

ARAMARK

Bonita Springs Utilities
BBC Worldwide
Chicago Bulls
Cinecolor Argentina
Dixie Plumbing Services
Finning Inc. (Canada)
Hapag-Lloyd
HDR Engineering
Jasa Marga
Kaplan Higher Education
K-Force
Kier Group
Manpower
Manchester City Football Club
March of Dimes
Morgan Cole
McCann Erickson Indonesia
Northrop Grumman
NYC Department of Corrections
NYC Transit
National Service Cooperative
Ocean International Suppliers, Inc.
Pal Indonesia PT
Paychex, Inc.
Perini Building Company
Plumbase Ltd
Practice Works
Reed & Mackay Travel Ltd
Skanska USA
Structure Tone
Superior Ambulance Service, Inc.
Thomson Learning Iberoamerica
UCI UK
United States Postal Office
United Water
United Way of America
US Coastguard
US Food Service
US Navy
Unicef
United Tractors
US Department of Veteran Affairs
Winwholesale/Primus

Technology

Amcom Software
Apple
Applied Systems
Binatone Electronics International Ltd
Ciudad Internet
Gateway
IBM
Intel
Microsoft
Motorola
Oracle
VoxCom
WebMD



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